
CT Outreach (OR) Training Supervising Street Outreach Staff & Programs Session #1

APRIL 23, 2026

Suzanne Wagner & Andrea White
Housing Innovations



Welcome

- CT DMHAS
- Housing Innovations
- Goals for the Session
 - For Supervisors but all are welcome
- Housekeeping
 - PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN
 - Put your name as you would like to be addressed as your screen name
 - We love interaction – please raise hand, use emojis, type comments in the chat box or just unmute and talk.
 - Please put in the chat your 1) name, 2) agency 3) location and 4) answer to the “level-set” question of the day:
 - If you could go anywhere in the world for a month, where would it be? (Money is no object)



We Love Interaction

If you don't have a microphone, participate in discussions by joining via phone:

- Phone: 646-876-9923
- Meeting ID: 861 6761 3224
- Passcode: 382016

Agenda

- Kadushin Model of Supervision
- Goals of Supervision
- Supervisory Roles
- Structures and Strategies
- Specialized Supports for Outreach
- Wrap up



Introduction

- Street outreach programs are focused on helping unsheltered people make the transition to a home in the community with a network of care and support.
- Supervision and support for staff are key to this process and focus on three key areas:
 - education on the program, model and case management techniques
 - support to staff to build motivation, develop skills and resolve challenges
 - monitoring the implementation of the practice
- In addition to traditional supervision, agency supports are critical – e.g., hiring, P&P, resources, training
- Supervisors need support too



Polls:

- Supervisory Experience
- Supervision Training
- Individual Supervision

Supervision Framework

Kadushin, A., & Harkness, D. (2014). *Supervision in Social Work* (5th ed.). Columbia University Press. New York.



Administrative:

- Ensure organizational, program, and client goals are achieved through administrative oversight of tasks and providing resources



Educational:

- Provide education and information to staff to build skills and knowledge to perform their jobs more effectively and develop professionally



Supportive:

- Support staff and provide resources as they encounter obstacles and experience setbacks in their work
- Assist in setting goals for future performance and professional development



Goals of Supervision & Support



Supervision, teamwork and agency support are key to implementing successful practices

Goals

- Support and motivate staff
- High quality services consistent with the practice
- Achievement of program goals and outcomes
- Resources for staff and participants
- Address complex needs and challenges posed by participants
- Develop staff skills and knowledge of evidence-based practices (EBP's)

Supervision Focus Areas



- Staff understand their roles in successful housing stability for participants
- Assist staff with making decisions/problem solving
- Sharing of resources between staff and accessing new resources
- Proper documentation (Assessments, Plans, Progress Notes, Incident reporting)
- Adequate coverage and weighting of assignments
- Timely movement toward housing
- Safety in the program and the field
- Highlighting best practices, common barriers, patterns and challenges in implementation
- Arranging specialized clinical consultation
- Looking at the practice critically, providing perspective, assessing implementation and working on program planning

Supervisor/Team Leader Roles

- Coordinate staff activities to achieve program goals
- Lead the team, mentor and motivate
- Provide individual supervision
- Chair team/staff meetings
- Schedule case reviews
- Manage staff assignments and case loads
- Provide staff orientation and training
- Review documentation and sign off, audit charts
- Advocate for resources with agency administration
- Be a cheerleader for the team/program



Roles - 2

- Develop/negotiate relationships with community resources
- Provide/arrange for clinical consultation
- Program policies and procedures
- Program monitoring and evaluation
- Assist with time management
- Staff evaluations, time sheets etc.
- Manage budgets
- Prepare reports
- Celebrations/Recognize success

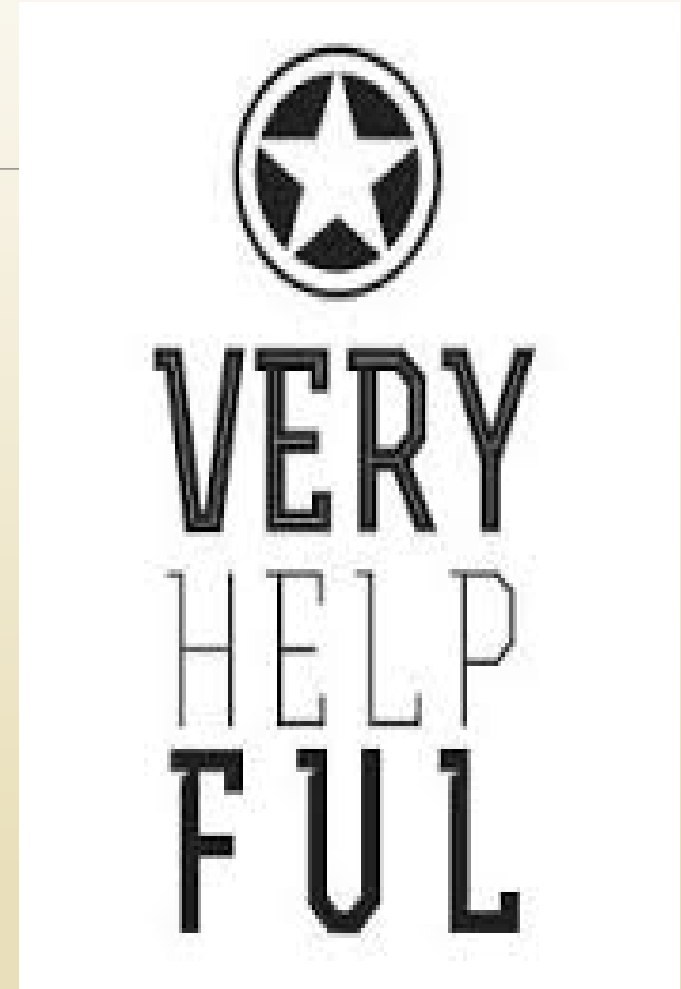


Others? Please type in the chat.

Group Discussions

Introduce yourselves to one another – name, agency, length of time as a supervisor

- Share an *amazing* experience you had with a supervisor that was helpful, instructive, “right on” or otherwise changed your approach, solved your problem and/or gave you the tools to do something hard/new.
- Discuss what was most helpful.



Supervision Strategies and Supports



- Individual Meetings
- Team Meetings
- Case Conferencing
- Clinical Consultation
- Modelling
- Fieldwork/Home Visits
- Community Resources
- Work with Landlords
- Staff Training and Support

Individual Meetings



- Preferably weekly
- Make time “sacred”
- Both supervisor and worker bring agenda items
- Orients staff to the mission, goals and outcomes
- Focus on integration of concepts of housing-focused case management
- Review interventions and participant goals
- Review progress on service plans and movement toward housing or housing stability
- Provide support around vicarious trauma/staff burnout issues

Individual Meetings (2)

- Focus on pro-active interventions to reduce crisis and aid in stabilization
- Encourage staff to train on and build their areas of expertise
 - One staff may be particularly good at SSI applications, another may be the landlord whisperer
- Explain roles of other team members and partner agencies
- Provide feedback and guidance on documentation for timely assessments, plans and maintaining contacts
- Ensure all participants are reviewed on a regular basis
- Look at outcomes and progress on performance measures



Team Meetings

- Team meetings have informational/educational, monitoring and support functions:
 - Track where people are in the transition and identify common barriers and successes
 - Share information and resources among team members
 - Review all program participants at least briefly
 - Alert team to people in crisis and develop plans for working with them; plan for support and back up
- Focus on administrative and systemic issues that arise
 - Look at progress as well as common barriers
 - Identify patterns in the program and best practices
 - Identify issues to be discussed w/partners/stake holders
 - Identify need for specialized expertise/ training/clinical consultation



Team Meetings (2)

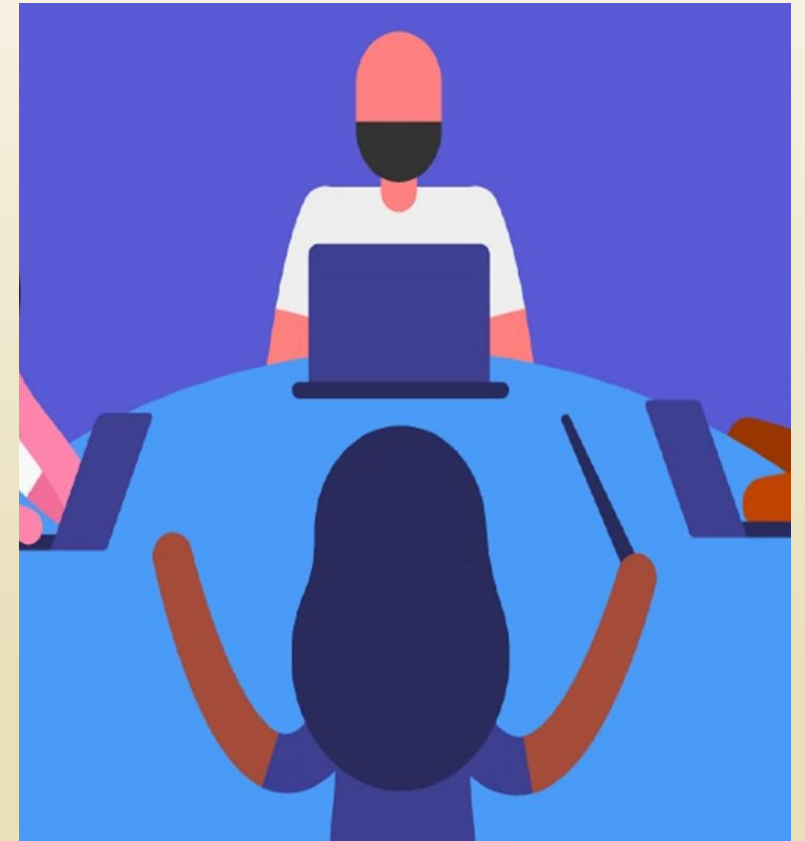


- Discuss resource issues that affect the work
 - Review resources currently in use
 - Share new resources identified/developed
 - Identify barriers to accessing and gaps in resources
 - ID resources that need agency support to develop
- Share program standards and requirements
 - Set and review program outcome measures
 - Ensure knowledge of P+P's especially regarding safety
 - Develop plans to address patterns identified from the data/outcomes

Team Meetings (3)

- Team building and providing support to the team
- Provide mini-trainings, identify training needs and resources for professional development
- Schedule for coverage/visits (geographic, joint visits, backup for sick leave or vacations, schedule for in-office days)
- Schedule for case reviews and clinical consultation

Poll: Team Meetings



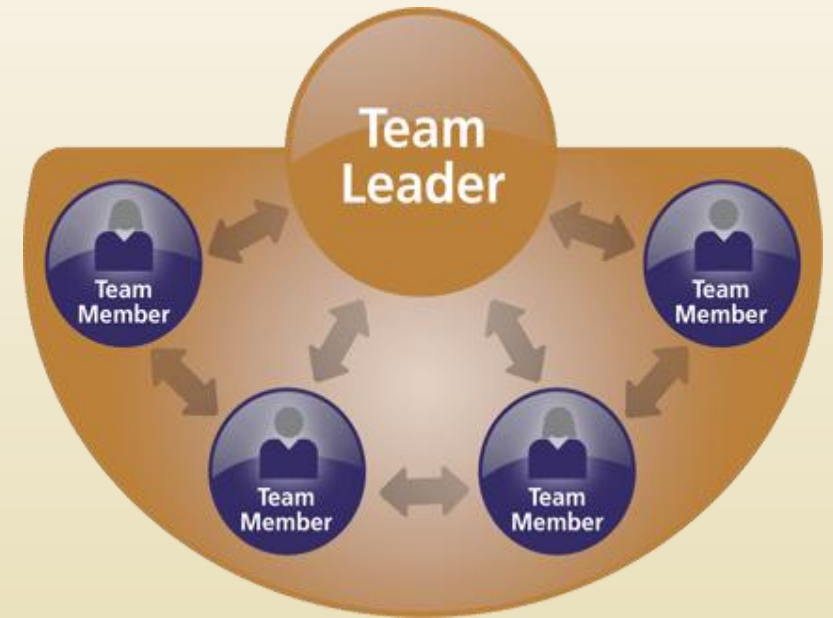
Case Conferencing/Case Reviews



- Cases reviewed together to get input
 - Highlight best practices, identify themes around barriers, share resources
 - Focused on improving staff knowledge and skills
 - Opportunity for creativity and mutual aid
- Focus on assessment, service planning, and developing creative interventions
 - Chance for staff to learn to present their work
 - Can bring in clinical consultation – RN, Psychiatrist, Psychologist, MD, MSW etc.
 - Discuss challenges as well as successes

Case Review Structure

- Case presentations of new participants
- Review people that are will end intervention within the coming month
- Review of participants that are facing major crisis/challenge
- Review of participants that have experienced major success or positive change
- Brief review of entire caseload every two weeks to ensure that cases are not overlooked



Clinical Consultation

- Clinical consultation can be extremely helpful.
- Participants often present complicated clinical pictures
- Use resources from your own agency, community providers and public behavioral health:
 - psychiatry, medical and substance use, trauma, medical
- Can:
 - provide input into assessments and plans
 - conduct individualized consultation w/participants
 - train staff
 - assist with coordination of care
 - provide connections with specialty services such as inpatient programs, BH treatment, medical services, assistance with chronic disease management



Discussions



- Introduce yourselves to one another
- Discussion prompts:
 - What are your agency/program supervision practices?
 - Are you doing individual supervision, team meetings, case reviews/conferencing?
 - What support do staff need most?
 - What has been most effective for you in supervising your program?

Modeling and Role Plays

- Sometimes best way to learn is by observing and doing
- Strategies:
 - Doing assessments and plans together
 - Conducting home/field visits with staff
 - Chairing meetings or running classes w/staff
 - Handling crisis as a team
 - Role playing to prepare for a meeting
 - Modeling interventions in meetings
- Staff can critique supervisor interventions



Field Work and Home Visits

Teaching the skills to be in a person's space, structuring the visit and addressing safety concerns

- Role in the field
- Plan for the visit
- First home visit modeled by the supervisor or seasoned colleague
 - Model safety practices, time management
 - Ensure workers know P+P for safety in the field

Supervisor can periodically accompany staff on field work to observe and assess competencies



Accessing Community Resources



- Core to the practice
- Part of worker's job is to ensure resources are working for participants
- Staff new to community services will need training on community resource options, application and enrollment processes.
- Staff should visit community programs to get a feel for them.
- Sometimes need senior staff to negotiate roles and responsibilities and an MOU (Memorandum of Understanding) and troubleshoot issues

Prep for Work with Landlords/Property Managers

- Clarify expectation about roles
- Educate staff on:
 - Housing options and application processes
 - Role and transition process when people move into housing
 - Working with landlords/property management to support lease compliance and stable tenancy
 - Basic tenant rights and responsibilities, reasonable accommodations, eviction process



Access to Education and Training



- Trainings are obviously a critical part of support for staff
- Use the recordings from the Best Practices Series.
- See the slide in the Resources section for existing topics and links to lots of training resources
- Provide some training in house that offer opportunities for staff to learn how to train,
- Reinforce important concepts, address patterns/issues emerging in the work



Model & Promote Self-Care

- Monitor well-being
- Take breaks
- Encourage staff to ask for help
- Allow for flexible schedules where possible
- Encourage rest
- Practice stress reduction techniques
- Connect with others
- Take vacation days
- Team building activities that are fun
- Celebrate successes
- Others?

Webinar Supporting Staff Resiliency

Discussions

Share what you are doing in your program/agency to promote self-care, build motivation and nurture the staff you supervise?



Closing

- Supervision is critical to achieving program goals and outcomes and ensuring high quality services
- Supervision focuses on education on the program goals, support to staff and monitoring the implementation of the practice
- The roles of the supervisor are many including engaging resources, identifying patterns of strong work as well as challenges, and training and supporting staff.
- Staff are motivated by the mission and supervision supports the accomplishment of that mission
- Often first thing to “skip” due to other demands but time spent can result in time saved

Remember: Supervisors also need supervision and support





**LEARNING
NEVER ENDS**

Additional Resources

Connecticut Statewide Street Outreach Standards

For projects serving people experiencing unsheltered homelessness funded by CT Department of Mental Health and Addiction Services, CT Department of Housing, CT Balance of State Continuum of Care

UPDATED APRIL 2025



CT Statewide Street Outreach Standards

Content:

- Vision, Values, Outcomes
- Practice Standards for Outreach Workers
- Supervisory Standards
- Project Standards for Program Managers
- Standards for Agencies
- Outreach Plan Template
- Assessment and Service Plan Template
- Tools and Checklists

Best Practices in Street Outreach

Session 1: Values, Goals, Engagement

- [Slides](#), [Recording](#)

Session 2: Strategies to Achieve Outcomes

- [Slides](#), [Recording](#)

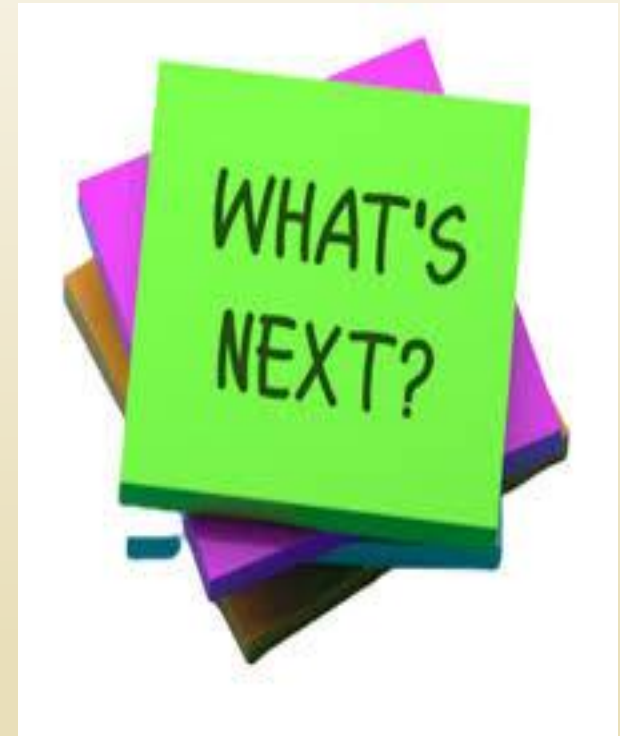
Session 3: Transition to Housing

- [Slides](#), [Recording](#)



Upcoming Outreach Trainings

- Safety on Outreach
 - Tentative - 6/9 at 1:30 pm
 - Details coming soon



Communities of Practice: Schedule



- Thursday, 6/4/26 from 10-11am
- **Join Zoom:**
- <https://us02web.zoom.us/j/89419988419?pwd=5bzO1dsm5sazCmxXOBfnLcJb2Yd3iK.1>
- Meeting ID: 894 1998 8419
- Passcode: 917908
- Phone: 646-876-9923



Quarterly Outreach Meetings

Next Meetings:

- 6/10/26 from 1-2pm
- 9/16/26 from 1-2pm
- 12/9/26 from 1-2pm

[Join the meeting now](#)

Meeting ID: 219 248 774 387 59

Passcode: JS6EZ6HY

Dial in by phone

[+1 860-840-2075,,241639627#](tel:+18608402075241639627) United States,
Hartford

[Find a local number](#)

Phone conference ID: 241 639 627#

Street Outreach Training Inventory

Web-based training available on topics including:

- Best Practices and Engagement Strategies
- Homeless Response System Overview
- Housing Options
- Housing Assessment & Planning
- Mental Health
- Crisis Intervention & De-escalation
- Harm Reduction
- Encampments
- Trauma-Informed Outreach
- Self-Care, Vicarious Trauma & Staff Resiliency
- Working with Special Populations (Youth, Older Adults, LGBTQIA, DV)
- Racial Trauma & Equity
- Disaster Response Planning



Other Resources



- [CT Homelessness Response System Acronyms](#)
- [Core Elements of Effective Street Outreach to People Experiencing Homelessness](#) (United States Interagency Council on Homelessness)
- [19 Strategies for Communities to Address Encampments Humanely and Effectively](#) (United States Interagency Council on Homelessness)
- [National Outreach Guidelines for Underserved Populations](#) (Health Outreach Partners)
- [Within Reach: Perspectives of Hard-to-Reach Consumers Experiencing Homelessness](#) (National Health Care for the Homeless Council)

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Wrap up

Final comments, questions?

Thank you! See you next week.

PLEASE TURN ON YOUR CAMERAS TO SAY GOOD-BYE

